

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

March 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code | Utility Name | Category | Subcategory | Count |
|--|--|----------------------|------------------------------------|------------|
| CER4451 | Air Voice Wireless, LLC | Lifeline | LLB Address Error | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 1 |
| <i>Air Voice Wireless, LLC Total</i> | | | | 2 |
| IEC5244, IEC5918, IER5918 | Americatel & Startec Global Communications | Billing | Slamming | 1 |
| <i>Americatel & Startec Global Communications Total</i> | | | | 1 |
| CER4458 | AmeriMex Communications Corp. | Lifeline | LLB Address Error | 1 |
| <i>AmeriMex Communications Corp. Total</i> | | | | 1 |
| CLC1001, LEC1001 | AT&T California | Billing | Bill Adjustment | 4 |
| | | Billing | Bill Not Received | 1 |
| | | Billing | High Bill | 11 |
| | | Billing | Late Payment Charge - LPC | 2 |
| | | Billing | Other Charges | 10 |
| | | Billing | Payment Error | 1 |
| | | Billing | Slamming | 1 |
| | | Billing | Bundled Services | 3 |
| | | Billing | Out of Service Credit - OOS | 1 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Delayed Orders/Missed Appointments | 3 |
| | | Service | Disconnection Non Payment | 2 |
| | | Service | Outage | 26 |
| | | Service | Call Quality | 5 |
| | | Lifeline | LLB Address Error | 1 |
| | | Lifeline | LLB Application Request | 45 |
| | | Lifeline | LLB Approved for Discount | 3 |
| Lifeline | LLB Discount Switched to Other Carrier | 2 | | |
| <i>AT&T California Total</i> | | | | 122 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|--|---|----------------------|------------------------------------|-----------|
| CEC3014, CEC3021 | AT&T Mobility | Billing | Bill Adjustment | 2 |
| | | Billing | Bill Not Received | 1 |
| | | Billing | Late Payment Charge - LPC | 2 |
| | | Billing | Other Charges | 9 |
| | | Billing | Payment Error | 1 |
| | | Billing | Slamming | 1 |
| | | Billing | Bundled Services | 1 |
| | | Billing | Early Termination Fee - ETF | 1 |
| | | Policy and Practices | Abusive Marketing | 1 |
| | | Service | Delayed Orders/Missed Appointments | 1 |
| | | Service | Call Quality | 1 |
| AT&T Mobility Total | | | | 21 |
| CLC7038 | Bandwidth.Com Clec, LLC | Billing | Slamming | 1 |
| Bandwidth.Com Clec, LLC Total | | | | 1 |
| CLC7118, CRC7118 | Birch Communications | Billing | Early Termination Fee - ETF | 1 |
| Birch Communications Total | | | | 1 |
| CLC6955, CLR6955, IEC6955 | Bright House Networks Information Services (California), LLC | Billing | High Bill | 1 |
| Bright House Networks Information Services (California), LLC Total | | | | 1 |
| CLC6878, CLR6878, IEC6878 | Charter | Billing | High Bill | 1 |
| | | Service | Delayed Orders/Missed Appointments | 2 |
| | | Lifeline | LLB Application Request | 1 |
| Charter Total | | | | 4 |
| CLR5227, IEC5227 | Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom | Billing | Disputed Customer of Record | 1 |
| | | Billing | Slamming | 1 |
| Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total | | | | 2 |
| CLC5698, IEC5698 | Comcast Digital Phone | Billing | High Bill | 1 |
| | | Billing | Early Termination Fee - ETF | 1 |
| | | Policy and Practices | Abusive Marketing | 1 |
| | | Policy and Practices | Safety | 1 |
| Comcast Digital Phone Total | | | | 4 |
| CLC1015, LEC1015 | Consolidated Communications | Service | Outage | 1 |
| Consolidated Communications Total | | | | 1 |
| CLC5684, IEC5684 | Cox; Cox Communications; Cox Business | Billing | Other Charges | 1 |
| | | Billing | Slamming | 1 |
| | | Service | Delayed Orders/Missed Appointments | 1 |
| | | Service | Outage | 1 |
| | | Lifeline | LLB Application Request | 3 |
| Cox; Cox Communications; Cox Business Total | | | | 7 |
| CER4436 | enTouch | Lifeline | LLB Federal Program/Equipment | 1 |
| enTouch Total | | | | 1 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|---|-------------------------------|--|---|----------|
| CLC1002, LEC1002 | Frontier California, Inc. | Billing | Bill Adjustment | 5 |
| | | Billing | Deposits | 1 |
| | | Billing | High Bill | 8 |
| | | Billing | Other Charges | 6 |
| | | Billing | Slamming | 2 |
| | | Billing | Bundled Services | 1 |
| | | Billing | Early Termination Fee - ETF | 1 |
| | | Policy and Practices | Abusive Marketing | 3 |
| | | Service | Delayed Orders/Missed Appointments | 3 |
| | | Service | Disconnected In Error | 2 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Outage | 7 |
| | | Service | Refusal To Serve | 1 |
| | | Service | Call Quality | 3 |
| | | Service | Number Portability - Wireless or Landline | 1 |
| | | Lifeline | LLB Application Request | 7 |
| | | Lifeline | LLB Approved for Discount | 1 |
| | | Frontier California, Inc. Total | | |
| CER4372 | I-Wireless, LLC | Lifeline | LLB Federal Program/Equipment | 1 |
| I-Wireless, LLC Total | | | | 1 |
| CER4442 | Life Wireless | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| Life Wireless Total | | | | 1 |
| CLC7017, CLR7017, IEC7017 | Mediacom Communications Corp. | Service | Outage | 1 |
| Mediacom Communications Corp. Total | | | | 1 |
| CEC3079 | MetroPCS | Policy and Practices | Robo Calls/ADAD | 1 |
| MetroPCS Total | | | | 1 |
| DVS1470 | Pacific Centrex Datavo, LLC | Billing | Other Charges | 1 |
| Pacific Centrex Datavo, LLC Total | | | | 1 |
| CER4487, CLC5502, CLR5502, IEC5502 | Preferred Long Distance, Inc. | Policy and Practices | Obscene/Threatening/Harassing Calls | 1 |
| Preferred Long Distance, Inc. Total | | | | 1 |
| CER4497 | SI Wireless, LLC | Lifeline | LLB Application Request | 1 |
| SI Wireless, LLC Total | | | | 1 |
| CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066 | Sprint; Sprint PCS | Billing | Bill Adjustment | 1 |
| | | Billing | High Bill | 2 |
| | | Billing | Other Charges | 4 |
| | | Policy and Practices | Abusive Marketing | 2 |
| Sprint; Sprint PCS Total | | | | 9 |
| CLC6996, IEC6996 | Suddenlink Communications | Service | Outage | 1 |
| Suddenlink Communications Total | | | | 1 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|---|--|----------------------|---|-----------|
| CER4380 | Surelink Mobile; TruConnect | Lifeline | LLB Address Error | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 2 |
| | | Lifeline | LLB Application Request | 2 |
| Surelink Mobile; TruConnect Total | | | | 5 |
| CER4411 | Tag Mobile, LLC | Lifeline | LLB Federal Program/Equipment | 1 |
| Tag Mobile, LLC Total | | | | 1 |
| CER4410, CLC6875, CLR6875, IEC6875 | TC Telephone, LLC; Horizon Cellular | Billing | Slamming | 1 |
| TC Telephone, LLC; Horizon Cellular Total | | | | 1 |
| CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 | Telepacific Communications | Service | Outage | 1 |
| Telepacific Communications Total | | | | 1 |
| CLC6874, CLR6874, DVS1158, IEC6874, IER6874 | Time Warner Cable | Billing | Bill Adjustment | 1 |
| | | Billing | High Bill | 2 |
| | | Billing | Late Payment Charge - LPC | 1 |
| | | Billing | Bundled Services | 1 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Outage | 1 |
| | | Lifeline | LLB Application Request | 2 |
| Time Warner Cable Total | | | | 9 |
| CEC3056 | T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) | Billing | Bill Adjustment | 2 |
| | | Billing | High Bill | 2 |
| | | Billing | Other Charges | 2 |
| T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total | | | | 6 |
| CER4231 | TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) | Billing | Other Charges | 2 |
| | | Policy and Practices | Abusive Marketing | 1 |
| | | Service | Outage | 1 |
| | | Lifeline | LLB Address Error | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 4 |
| | | Lifeline | LLB Application Request | 6 |
| | | Lifeline | LLB Approved for Discount | 2 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total | | | | 18 |
| CLC5807 | Utility Telephone | Service | Number Portability - Wireless or Landline | 1 |
| Utility Telephone Total | | | | 1 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|--|-----------------------------------|----------------------|--|------------|
| CEC3002, CEC3029, CEC3038 | Verizon Wireless | Billing | Bill Adjustment | 1 |
| | | Billing | Disputed Customer of Record | 1 |
| | | Billing | High Bill | 3 |
| | | Billing | Other Charges | 1 |
| | | Billing | Payment Error | 1 |
| | | Billing | Cramming | 1 |
| | | Policy and Practices | Abusive Marketing | 5 |
| | | Service | Outage | 1 |
| Verizon Wireless Total | | | | 14 |
| CER4327 | Virgin Mobile; Assurance Wireless | Lifeline | LLB Federal Program/Equipment | 6 |
| | | Lifeline | LLB Application Request | 5 |
| | | Lifeline | LLB Approved for Discount | 2 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| Virgin Mobile; Assurance Wireless Total | | | | 14 |
| Total ICs Sent ¹ | | | | 309 |

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.